

Annual 47 CFR § 64.2009(e) CPNI Certification

EB Docket 06-36

Annual 64.2009(e) CPNI Certification for 2018 covering the prior calendar year 2017 of CallFire, Inc.

1. Date filed: February 27, 2018
2. Name of company(s) covered by this certification: CallFire, Inc.
3. Form 499 Filer ID: 829923
4. Name of signatory: Jagannathan Thinakaran
5. Title of signatory: Co-Founder and Chief Operating Officer
6. Certification:

I, Jagannathan Thinakaran, certify that I am an officer of the company named above, and acting as an agent of the company, that I have personal knowledge that the company has established operating procedures that are adequate to ensure compliance with the Commission's CPNI rules. *See* 47 CFR § 64.2001 et seq.

Attached to this certification is an accompanying statement explaining how the company's procedures ensure that the company is in compliance with the requirements (including those mandating the adoption of CPNI procedures, training, safeguards, recordkeeping, and supervisory review) set forth in section 64.2001 et seq. of the Commission's rules.

The company has not taken actions (i.e., proceedings instituted or petitions filed by a company at either state commissions, the court system, or at the Commission against data brokers) against data brokers in the past year.

The company has not received customer complaints in the past year concerning the unauthorized release of CPNI.

The company represents and warrants that the above certification is consistent with 47 CFR § 1.17, which requires truthful and accurate statements to the Commission. The company also acknowledges that false statements and misrepresentations to the Commission are punishable under Title 18 of the U.S. Code and may subject it to enforcement action.

Signed  _____

Attachment: Accompanying Statement explaining CPNI procedures)

CallFire Inc. (“CallFire”) in accordance with Section 64.2009(e), submits this statement summarizing how the CallFire operating procedures are designed to ensure compliance with the Commission’s CPNI rules. CallFire provides an intelligent telecommunication application to its customers, which allows users to send broadcasted voice and SMS messages, create inbound number configurations via IVR or call-forwarding, and make live outbound calls using a cloud-based power dialer. This statement summarizes the procedures that CallFire has implanted to safeguard the CPNI of customers.

Password Protecting Customer Information:

CallFire values its customers’ privacy and takes measure to protect CPNI, and requires customers to stipulate a password in order to access any and all telecommunication tools. This data is housed in CallFire’s secure datacenter. It is CallFire’s policy to protect the confidentiality of customers information. CallFire does not use, disclose, or permit access to its customers’ CPNI except as such use, disclosure or access is permitted under Section 222 of the Communications Act of 1934, as amended, and the Commissions implementing rules. As necessary, CallFire may use CPNI for the permissible purposes enumerated in the Act and the Commission’s rules, including, but not limited to, initiating, rendering, billing, and collecting for telecommunications services. CallFire may also use CPNI to protect its rights or property.

CPNI Training and Compliance:

Employees of CallFire are trained to strictly enforce the Company’s Privacy Policy. A complete version of CallFire’s Privacy Policy can be found at: <https://www.callfire.com/legal/privacy>.

In 2017, CallFire.com has not had any instances where customer information was disclosed without consent. In addition, no complaints have been filed for violating CPNI compliance in 2017.

CallFire has in place a process for verifying its customers’ identity during an inbound call, and does not release call detail information during an inbound call. Instead, the customer will be guided through a process of accessing the data themselves, only after logging into the secure password-protected account. CallFire trains its personnel in the use of CPNI and has an express disciplinary process in place for violations of CallFire’s CPNI policy.

Using Customer Information for Marketing:

CallFire does not use CPNI for marketing products or services to customers outside of the service to which the customer already subscribes. CallFire does not share CPNI with affiliates or third parties for marketing purposes. If, in the future, CallFire seeks to use CPNI for these purposes, it will provide the appropriate notice to its customers and will maintain a list of customer preferences. CallFire will maintain a record of any marketing campaign in accordance with the Commission’s rules.

Conclusion:

CallFire takes reasonable measure to discover and protect against attempts to gain against unauthorized access to CPNI. CallFire has practices and procedure in place to notify law enforcement and customers, if permitted, of a security breach that results in the unauthorized access to, use or disclosure of CPNI. CallFire will maintain a record of the notification in accordance with the Commission's rules. CallFire has designated an officer, as an agent for the company, to sign and file a CPNI compliance certificate on an annual basis.